Public Notice of Specified Penalty

Date of issue: August 8, 2019	Payment due date: September 9, 2019	AUC penalty number: AUC2019-043

Entity required to pay: EPCOR Energy Alberta GP Inc.	Total penalty amount: $1,250 Amount per day (if applicable):
Amount payable to General Revenue Fund: $1,100 Amount payable to [redacted]: $150	Customer name: [redacted] Customer site ID: [redacted]

Contravention date(s): May 16, 2019	AUC rule(s) contravened: AUC Rule 003, Section 3.4.1(2)	Contravention(s) within the 120-day rolling period: Sixth

Description of conduct that resulted in the contravention	AUC Rule 003, Section 3.4.1(2) states: An ESP must not issue (a) an incorrect customer bill; (b) a late customer bill; (c) an unexpected customer bill; or (d) more than one customer bill in a calendar month unless it has a reasonable explanation for issuing multiple bills. EPCOR Energy Alberta GP Inc. (EPCOR) self-disclosed that it had applied a charge for energizing a site to account of the wrong customer. This resulted in a bill being issued on May 16, 2019 for an incorrect charge contrary to AUC Rule 003, Section 3.4.1(2). EPCOR corrected the error on the bill after the customer disputed the energize charge.
Facts relied upon	EPCOR self-disclosed that it had contravened AUC Rule 003, Section 3.4.1(2). The Commission is satisfied that a contravention has occurred.
Adjustments made to specified penalty Payment of service guarantee: No Self-disclosed: Yes	Sixth contravention of AUC Rule 003, Section 3.4.1(2) within 120 days $2,500 Payment of service guarantee to customer ($0) * Reduction for voluntary disclosure ($1,250) The final adjusted penalty amount $1,250 * The Commission has further reduced the penalty by 50 per cent because the contravention was voluntarily disclosed and the actions taken by the entity subsequent to its becoming aware of the contravention.
Commission order	The Commission orders that $1,100 be paid to the General Revenue Fund and that $150 be paid to [redacted] further to Section 63.1(5) of the *Alberta Utilities Commission Act*. Mark Kolesar, Chair Signature: *(original signed)* Date: August 8, 2019
Payment instructions	Payments made to the General Revenue Fund are to be made payable to the "General Revenue Fund c/o Minister of Finance." All payments to the General Revenue Fund are to be made by cheque or certified funds and delivered to the Alberta Utilities Commission at: 1400, 600 Third Avenue S.W., Calgary, Alberta, T2P 0G5 and must reference the AUC penalty number. All other payments are to be made payable to the person(s) named above in "Amount payable to." If the person named above is a customer of the utility, then the amount payable may be credited to that person's utility account. For all other circumstances, including payment to a third party, the amount payable must be made to the person named by cheque, certified funds or electronic funds transfer. A copy of the payment or credit with reference to the AUC penalty number must be provided to the Alberta Utilities Commission by email at enforcement@auc.ab.ca. Questions can be directed to enforcement@auc.ab.ca, 310-4AUC in Alberta, or 1-833-511-4282 outside of Alberta.
Dispute or failure to pay	A party may dispute this notice prior to the payment due date by notifying enforcement@auc.ab.ca. Dispute of this notice or failure to pay the total penalty amount by the due date will result in a hearing or other proceeding before the Commission.